



## Increasing Profitability at Metso Minerals

Looking to develop a system to manage all of its sales product data worldwide, Metso Minerals embarked on an end-to-end supply chain management initiative using i2 solutions. Metso Minerals has dramatically cut

order lead times, improved its decision making, and has become more responsive to its customers' needs through its implementation of i2 solutions.

Metso Minerals was challenged with developing a system to manage all sales product data worldwide, which would streamline the sales-to-delivery process and provide accurate quotes to its customers quickly.

Because all Metso Minerals' products are sold inter-nationally, orders must be accurate to ensure that all components are correctly specified and delivered on time to the correct product center. The sales department created separate lists of materials, prices, and technical specifications for factory orders. These orders can be generated immediately by salespeople using the original customer quote.

Metso Minerals wanted to break down the information barriers between sales and order fulfillment and improve information accuracy via a customer-facing application. Metso Minerals also needed a way to keep its salespeople current on the introduction of new products or features in this rapidly growing company.

### Why i2?

Metso Minerals chose i2 Pricer™ and i2 Configurator™, part of the i2 Intelligent Selling Solution (ISS), for their graphical-modeling capabilities and configuration flexibility.

"We wanted a partner that would support our global operations and anticipate our future technological needs," said Mikko Vepsäläinen, Metso Minerals' Business Process Development Manager. "We found that in i2."



### Challenges

- Increase accuracy of quotes and orders
- Increase customer satisfaction
- Eliminate pricing errors and maintain consistent margin calculation

### Solutions

- Store product configurations for easy retrieval
- Efficiently manage such sales data as technical specifications, price lists, and quotes
- Distribute product data in real time to global sales force

### Results

- Reduced order lead time from several days or weeks to a few hours
- Increased quotation accuracy
- Reduced order processing staff from 10 to 2

### Company Description

**Metso Minerals** is the global market leader in the supply and service processes for industries related to rock size reduction, and classification, minerals separation and recovery, materials handling, wear protection, and compaction and paving. Headquartered in Tampere, Finland, Metso Minerals has annual net sales of EUR913 million.

i2 provided Metso Minerals with a new breed of customer relationship management solution that couples i2's strengths in planning and optimization with transaction and fulfillment management to deliver significant value. For Metso Minerals, the i2 Intelligent Selling Solution (ISS) suite has addressed the needs of the entire customer value cycle through an integrated solution.

i2 provides software and services that help businesses make a lasting, positive impact on their profitability. Through solutions for end-to-end supply chain management, i2 delivers innovative ways to increase efficiency and velocity, within the enterprise and across all of its suppliers, partners, and customers.

***“With the i2 solution, we have cut our order lead time dramatically. We have standardized ordering and, instead of five to 10 people, we can get a product out with only one or two.”***

***—Mikko Vepsäläinen, Business Process Development Manager  
Metso Minerals Group Worldwide***

### **i2's Contribution**

i2 Pricer and i2 Configurator were implemented in Metso Minerals' sales and product centers and installed on all sales representatives' laptops. Using i2 ISS, sales representatives can transfer customer orders directly from the point of sale to Metso Minerals' manufacturing systems, enabling customer quotes in real time.

That accurate, real-time quoting will lead to greater customer service levels. All price lists, technical specifications, internal manufacturing orders, quotes, and proposals are integrated with i2 Pricer and i2 Configurator, ensuring higher-quality, accurate quotes. Distributors are also being integrated in the final phase of implementation, completing the supply chain loop.

### **Metso Minerals' Results**

“With the i2 solution, we have cut our order lead time dramatically,” Vepsäläinen said. “We have standardized ordering and, instead of five to 10 people, we can get a product out with only one or two.”

The company's order lead time from sales to manufacturing has declined from several days or weeks to a few hours. This improvement is a direct result of the ability to provide accurate quotes and factory orders via the customer-facing ISS application. Product data is verified and streamlined during the input process, allowing sales representatives to deliver accurate on-site quotes. Metso Minerals' production facilities receive order information quickly and accurately, adding velocity to Metso Minerals' enterprise by providing a single face to the customer. Metso Minerals has increased the flexibility and configurability of its product range, making it more responsive to its customers' needs. Using i2 ISS, orders can be processed in more than 15 currencies.

“i2 is helping us to reach high velocity by keeping our salespeople current on product information,” Vepsäläinen said. “Now they can make better decisions immediately, while face to face with the customer. And that decision can be transferred much more quickly and accurately to our factory sites.”

This press release contains forward-looking statements, including forward-looking statements regarding anticipated benefits and improvements from the implementation of i2's software solutions. These forward-looking statements involve risks and uncertainties that may cause actual results to differ from those projected. The risks and uncertainties include the customer's ability to implement i2 solutions successfully or to achieve benefits attributable to i2 products. For a discussion of factors that could impact i2's financial results and cause actual results to differ materially from those in forward-looking statements, please refer to i2's recent filings with the SEC, particularly the Form 10-K/A filed August 7, 2001, and Form 10-Q/A filed August 7, 2001. i2 assumes no obligation to update the forward-looking information contained in this news release. i2, i2 Technologies and The Supply Chain Company are registered trademarks of i2 Technologies US, Inc. i2 Pricer, i2 Configurator, and i2 Intelligent Selling Solution are trademarks of i2 Technologies US, Inc. All other company names are trademarks of their respective owners. ©Copyright 2001–2009 i2 Technologies US, Inc. CSS-6970 (02/02) (09/02) (03/04) (12/09)



**The Supply Chain Company®**

11701 Luna Road  
Dallas, Texas 75234, USA  
Phone 1.877.926.9286  
Email [info@i2.com](mailto:info@i2.com)  
Web [www.i2.com](http://www.i2.com)